



APPLICATION FOR DROUGHT SURCHARGE ADJUSTMENT

Please use this application if you are seeking an adjustment on an excess use penalty applied to your water bill. Adjustment requests must be submitted within 30 days of receipt of your water bill. If you, your household, or your business is not able to achieve the required reduction in water use as mandated by the City of Pleasanton, you may apply for an adjustment by submitting a written application and “state with specificity the reasons why the adjustment is warranted, and provide any applicable supporting documentation” (Pleasanton Municipal Code 9.30.120).

Particular consideration will be given if:

1. The reduction would cause conditions threatening to health, sanitation, fire protection or safety of the customer, the customer’s dependents or the general public;
2. The reduction would cause unfair economic hardship including, but not limited to, loss of employment, loss of production, or loss of jobs or be unfair or result in the unnecessary loss of a business;
3. Medical requirements of the customer; or
4. Permanent change to residential household size.

Name: _____

Address: _____

Application is for the billing period of: _____

Contact Number and/or email address: _____

Water Account Number: _____ Location Number _____

Worksheet on back of this form complete? ☐ YES

Reasons why adjustment is warranted (*explain here, or attach separate sheet*): _____

List of included supporting documentation (if any): _____

► **When completed**, please submit this application to Leonard Olive, Assistant Director of Operation Services, P.O. Box 520, Pleasanton, CA 94566-0802; by email lolive@cityofpleasantonca.gov; or FAX to 925.931.5595. After your application is received, the City will respond within thirty (30) days. If you have additional questions, please call the City’s Water Conservation Hotline at 925-931-5504.

Statement Date _____ Read Dates _____ to _____

Current Use 2013 Use 2013 Use Percent Change
 (-25% is the goal)

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THE CITY OF
PLEASANTON
 UTILITY BILLING DEPARTMENT

SERVICE ADDRESS 1234 MAIN STREET
 ACCOUNT NUMBER 123456
 LOCATION NUMBER 1234
 TOTAL DUE \$769.26
 STATEMENT DATE 07/05/2014
 DUE DATE 08/05/2014
 10% PENALTY WILL BE ADDED TO LATE PAYMENTS

CUSTOMER SERVICE CENTER
 3333 Bush St. MON-FRI 7:30 AM to 3:30PM
 Billing Questions (925) 931-5500
 Water Conservation Hotline (925) 931-5504

Water or Sewer Emergencies
 DURING BUSINESS HOURS: (925) 931-5500
 AFTER BUSINESS HOURS: (925) 931-5100 (POLICE)

DESCRIPTION OF SERVICES

PREVIOUS BALANCE	\$85.54
PAYMENTS	\$(85.54)
BALANCE FORWARD	\$0.00
PLEASANTON FIXED METER CHARGE	\$85.54
PLEASANTON DISTRIBUTION	\$39.11
PLEASANTON RECYCLED WATER	\$9.70
ZONE 7 WATER	\$196.91
DROUGHT SURCHARGE	\$50.00
DROUGHT SURCHARGE	\$388.00
Total Due	\$769.26

Prior Year Usage History

LOCATION	READ DATES	METER NO.	SIZE	CURRENT READ	PRIOR READ	CURRENT USE
1234 MAIN STREET	05/01/2014 to 07/01/2014	XXXXXXXX	1.50	XXXX	XXXX	XXX Units

MACHINE PROCESSED DOCUMENT. PLEASE: DO NOT BEND, FOLD OR STAPLE THIS PAYMENT RECEIPT OR YOUR CHECK.

OPTIONAL

If you have your previous billing period statement, it may be helpful for the appeal process to review those numbers.

Statement Date _____ Read Dates _____ to _____

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 (-25% is the goal)

$$\boxed{} - \boxed{} \div \boxed{} \times \boxed{100} = \boxed{}$$